LOCAL COMPETITION USERS GROUP
PARITY OF PERFORMANCE MEASURES

Process	Key Measure	Measurement Description	Ameritech Michigan Order	Bell Atlantic/NYNEX Merger Order
Pre-Ordering	Timeliness of providing pre-ordering information	Measures the average ILEC response time to queries such as appointment scheduling, service & feature availability, address verification, request for phone numbers and customer service records. The measurement interval starts when the CLEC request is issued and ends when the ILEC response message is received by the CLEC.	Provided by Ameritech	Required (Measure 1)
Ordering and Provisioning	Order completion intervals	Measures the average ILEC order completion interval, beginning with the delivery of a valid order to the ILEC and ending when the CLEC receives confirmation of all work being completed by the ILEC.[1]	Required (¶¶ 164-171, 185, 212)	Required (Measure 9)
	Order accuracy	Measures the accuracy and completeness of the ILEC order related activities by comparing what the CLEC ordered to what the ILEC confirmed as completed.	Required both "service order accuracy" and "provisioning accuracy" (¶ 212)	Required percentage of order rejections due to BOC error (Measure 5)

[1] Data should be disaggregated for the following types of service or facility: residence POTS, business POTS, ISDN, Centrex/Centrex-like, PBX trunks, Channelized T1.5 Service, Other Resold Services, UNE Platform (at least DS0 loop + local switch + transport elements), UNE Channelized DS1 (DS1 loop + multiplexing), Unbundled DS0 loop, Unbundled DS1 loop, Other Unbundled loops, Unbundled Switch, Other UNEs.

LOCAL COMPETITION USERS GROUP
PARITY OF PERFORMANCE MEASURES

Process	Key Measure	Measurement Description	Ameritech Michigan Order	Bell Atlantic/NYNEX Merger Order
Ordering and Provisioning (continued)	Order status	Measures the average response time for the ILEC supplying key customer impacting status information (firm order confirmations, rejects, jeopardies, and completions) from the time an order is sent to the ILEC (FOCs & rejects) or work is completed (completion notices) until a status notice is received by the CLEC.	Data on timeliness of FOCs, rejections, and completion notices provided and relied on in rejecting application (¶¶ 186-188)	Required average order confirmation time, average time for order rejection, and average time for order completion notification (Measures 3, 4 & 6)
	Held orders	Monitors the average length of time that orders missing the committed due date and not completed at the close of the reporting period have been held past the committed due date.	Required (¶ 212)	
Maintenance and Repair	Mean time to restore	Measures the average time that it takes for the ILEC to resolve customer troubles within the measurement period.[1] The interval begins when the CLEC transmits a valid trouble ticket to the ILEC and ends when the CLEC receives a valid closure of the ticket from the ILEC.	Provided by Ameritech (*see* n.534)	Required (Measure 16)
	Frequency of repeat troubles	Measures the frequency of recurring customer trouble on the same line, circuit, or service.[1]	Provided for POTS resale; required for UNEs (¶ 212)	Required (Measure 18)

[1] Data should be disaggregated for the following types of service or facility: residence POTS, business POTS, ISDN, Centrex/Centrex-like, PBX trunks, Channelized T1.5 Service, Other Resold Services, UNE Platform (at least DSO loop + local switch + transport elements), UNE Channelized DS1 (DS1 loop + multiplexing), Unbundled DS0 loop, Unbundled DS1 loop, Other Unbundled loops, Unbundled Switch, Other UNEs.

LOCAL COMPETITION USERS GROUP
PARITY OF PERFORMANCE MEASURES

Process	Key Measure	Measurement Description	Ameritech Michigan Order	Bell Atlantic/NYNEX Merger Order
Maintenance and Repair (continued)	Frequency of troubles (troubles per 100 lines)	Measures the general performance quality of the ILEC's network delivered to the CLEC by comparing the number of trouble reports the CLEC logs with the ILEC to the total average number of CLEC lines in service during the measurement period.[1]	Provided by Ameritech (*see* nn. 410, 534)	Required (Measure 14)
	Estimated time to restore met	Measures the reliability of ILEC restoral commitment by monitoring the proportion of troubles resolved (measured separately for by whether or not a premises visit is required) within the ILEC estimated restoral interval.[1]		Required percentage of missed repair appointments (Measure 15)
General	Systems availability	Measures the availability of operations support systems and associated interfaces by comparing (separately for each pre-ordering, ordering and provisioning, maintenance interface) the number of hours the required functionality was available for use by the CLEC to the total number of hours that the functionality was scheduled to be available to the CLEC.	Provided by Ameritech	Required (Measure 2)

[1] Data should be disaggregated for the following types of service or facility: residence POTS, business POTS, ISDN, Centrex/Centrex-like, PBX trunks, Channelized T1.5 Service, Other Resold Services, UNE Platform (at least DSO loop + local switch + transport elements), UNE Channelized DS1 (DS1 loop + multiplexing), Unbundled DS0 loop, Unbundled DS1 loop, Other Unbundled loops, Unbundled Switch, Other UNEs.

LOCAL COMPETITION USERS GROUP
PARITY OF PERFORMANCE MEASURES

Process	Key Measure	Measurement Description	Ameritech Michigan Order	Bell Atlantic/NYNEX Merger Order
General (continued)	Center responsiveness	Measures the responsiveness of support centers that ILECs provide to the CLECs by measuring the average time for the CLEC (caller) to be connected with an ILEC agent capable of responding to the call and call abandonment rate.	Ameritech provided calls answered within interval (*see* n. 410)	
Billing	Timeliness of delivery	Measures the mean time for the delivery of billing records (measured separately for usage records and wholesale invoices) to the CLEC within the agreed upon interval during the reporting period.	Required (¶¶ 140, 221)	Required (Measures 21 & 22)
	Accuracy	Measures the proportion of billing records (separately for usage records and wholesale invoices) delivered to CLEC during the reporting interval that are provided both in the agreed-upon format and containing the agreed-upon content.	Required (¶¶ 212, 221)	
Unbundled Network Elements and Combinations	Availability[2]	Measures the availability to the CLEC of individual network elements or element combinations that do not have an apparent retail analogue.	Required (¶¶ 159-161, 212)	Required (e.g., Measures 7-9, 16)

[2] Measures for Unbundled Network Elements need to be defined uniquely for each requested element. Where element combinations are employed, comparative data should be provided for reasonably analogous retail services or other activities of the ILEC.

LOCAL COMPETITION USERS GROUP
PARITY OF PERFORMANCE MEASURES

Process	Key Measure	Measurement Description	Ameritech Michigan Order	Bell Atlantic/NYNEX Merger Order
Unbundled Network Elements and Combinations (continued)	Performance[2]	Measures the frequency with which individual network elements or element combinations that do not have an apparent retail analogue operate according to expected parameters.	Required (¶¶ 159-161, 212)	Required (*e.g.*, Measures 11-14, 17-18)
Operator Services and Directory Assistance	Speed of answer	Measures the mean time to answer operator services and directory assistance calls by an ILEC OS or DA operator. Includes all time from initiation of ringing until the customer's call is answered.	Provided by Ameritech (*see* n.410)	
Network Performance	Network performance parity	Compares ILEC performance distribution for its own customers to ILEC performance distribution for CLEC customers. Measures the deviation from supplier service performance distribution for each metric specified.	Trunk blockage data provided by Ameritech (¶ 224-245, 255) Call completion data also required (¶ 235, 255)	Required trunk blocking data (Measures 19 & 20)

[2] Measures for Unbundled Network Elements need to be defined uniquely for each requested element. Where element combinations are employed, comparative data should be provided for reasonably analogous retail services or other activities of the ILEC.

ATTACHMENT 2

Promenade I
1200 Peachtree Street, N.E.
Atlanta, GA 30309

June 30 ,1997

Terrie Hudson
1960 W. Exchange Place
Suite 410
Tucker, GA 30083

Dear Terrie:

Pursuant to the Interconnection Agreement we have a mutual obligation to establish jointly agreed intervals for provisioning Unbundled Network Elements. AT&T received the BellSouth Recommended UNE Provisioning Target installation intervals from the CLEC Ordering Guide, and finds them to be unacceptable. Attached is a copy of the BellSouth UNE Target matrix, noted with AT&T's desired intervals. Items marked with a "UI" notation are under investigation. BellSouth will receive an updated version of the attachment with the "UI" intervals defined by July 9, 1997.

Last week preliminary discussions occurred regarding the audit plan to demonstrate BellSouth provisioning performance parity. AT&T does not accept Statistical Process Control charts as an audit approach, but does agree that any audit methodology should be statistically valid. AT&T is prepared to participate in the work session targeted for July 9, and is depending on BellSouth to make available the workcenter resources to ensure that work session is fruitful.

Per Pam's letter to you dated June 23, 1997 [redacted] Since AT&T was providing it's local customers in Georgia with BellSouth resold services in the month of May, BellSouth has an obligation to provide monthly reports at the state level per Attachment 12 and Section 12. We understand that the results may have to be produced manually initially, but still require good faith effort to comply with our agreement. [redacted]

Sincerely,

Becky Bennett

Becky Bennett
Manager - Vendor Compliance

Cc: Margaret Garvin
Gary Romanick
Milford Stanley
Pam Nelson

BELLSOUTH

BellSouth Telecommunications, Inc.
Suite 4423
675 West Peachtree Street, N.E.
Atlanta, Georgia 30375

404 927-7140
Fax 404 529-0346

Joseph M. Baker
Vice President - Sales
Interconnection Services

SN91081198

June 1, 1997

To: All Competitive Local Exchange Carriers

BellSouth is pleased to provide you initial target intervals for the provisioning of Unbundled Network Elements (UNEs). This attached list replaces any other information you may have received from BellSouth on this subject.

Your company can use these target intervals when placing firm service order requests or for general planning purposes. BellSouth will make every effort to accommodate service requests utilizing these intervals. As with all service provisioning requests, these target intervals assume normal working conditions including safety, load, weather, and availability of equipment and facilities. Final due date commitments will be provided via the Firm Order Confirmation (FOC) process for each individual order.

BellSouth hopes that this list will meet your product and planning needs to facilitate your conducting business. Please address any questions and concerns you may have on this subject through your account team representative.

Sincerely,

J. M. Baker

Attachment

Recommended UNE Provisioning Targets

Hand Notations – AT+T desired intervals

	Quantity	Targeted Installation Interval (in business days)	
UNBUNDLED LOOPS			
2 Wire analog voice grade loop	1 - 5	~~5~~	1
	6 - 14	~~7~~	1
	15 +	~~ICB~~	3
4 Wire analog voice grade loop	1 - 5	~~5~~	1
	6 - 14	~~7~~	1
	15 +	~~ICB~~	3
4 Wire DS1 & PRI digital loop	1 - 5	~~5~~	1
	6 - 14	~~7~~	1
	15 +	~~ICB~~	3
2 Wire ISDN digital loop	1 - 5	~~4~~	1
	6 - 14	~~6~~	1
	15 +	~~ICB~~	3
ADSL - 2 Wire asymmetrical digital subscriber line loop	1 - 14	30	→ UI
	15 +	ICB	→ UI
HDSL - 2 wire & 4 wire high bit rate digital subscriber line loop	1 - 14	~~30~~	3
	15 +	ICB	→ UI
LOOP CONCENTRATION (Inside Plant)			
Loop channelization system	1	~~90~~	14
Central Office Channel Interfaces 2Wire voice	1	~~30~~	14
Central Office Channel Interfaces 4 Wire voice	1	~~30~~	14
SUB LOOPS (Outside Plant)			
Loop Feeder	1	~~30~~	3
Loop Concentration (dependent on equipment and right of way)	1	~~30-90~~	3
NETWORK INTERFACE DEVICE (NID)			
NID TO NID Cross Connect 2 wire	1 - 14	~~5~~	3
	15 +	ICB	→ UI
NID To NID Cross Connect 4 wire	1 - 14	~~5~~	3
	15 +	ICB	→ UI
NID Spare Capacity	1 - 14	~~5~~	3
	15 +	ICB	→ UI
OPEN AIN (OAIN)			
OAIN tool kit	1	~~45~~	30
OAIN service management system	1	~~45~~	30
CCS7 SIGNALING TRANSPORT SERVICE			
A-Link Signaling	1	~~60~~	30
D-Link Signaling	1	~~60~~	30
STP - Signaling Transfer Point	1	~~60~~	30

Recommended UNE Provisioning Targets

	Quantity	Targeted Installation Interval (In business days)
UNBUNDLED INTEROFFICE TRANSPORT		
Interoffice Transport Analog line grade	1	~~30~~ 1
Interoffice Transport DSO	1	~~30~~ 3
Interoffice Transport DS1	1	~~30~~ 3
Interoffice Transport DS3	1	~~30~~ 5
O/S AND DA UNEs		
Operator Call Processing - OPCH, FACH, BLV, EI, ECT	1	30
Operator Call Processing - Facility Based OPCH, FACH, ECT	1	30
Operator Call Processing - Facility Based BLV, EI	1	30
Directory Assistance Access Service (DAAS)	1	30
Directory Assistance Call Completion (DACC)	1	30
Directory Assistance Number Services Intercept (DANSI)	1	30
Directory Assistance Transport	1	30
Directory Assistance Database Service (DADS)	1	30
Direct Access to DA service (DADAS)	1	30
DIGITAL CROSS CONNECT		
DCS 1/0	1	7
DCS 3/1	1	7
DCS 3/0	1	7
CUSTOMIZED CALL ROUTING (Selective Routing - LCC)		
1 - 5 LCC	1 - 5	30
6 - 25 LCC	6 - 25	60
> 25 LCC	25 +	ICB
UNBUNDLED LOCAL SWITCHING		
2Wire analog line port	1 - 10	~~5~~ 48 Hours
	11 - 25	~~5~~ 48 Hours
	25 +	ICB
Hunting	1	~~5~~ 48 Hours
2 Wire analog DID trunk port	1 - 10	~~5~~ 48 Hours
	11 - 25	~~5~~ 48 Hours
	25 +	ICB
2 Wire ISDN digital line side port	1 - 10	~~5~~ 48 hours
	11 -25	6
	25 +	ICB
4 Wire ISDN DSI digital trunk port	1 - 10	~~5~~ 48 HOURS
	11 - 25	6
	25 +	ICB
Switching functionality	1	~~5~~ 48 hours
Unbundled Local Usage (entire local calling area)	1	~~5~~ 48 hours

Recommended UNE Provisioning Targets

	Quantity	Targeted Installation Interval (in business days)
UNBUNDLED ACCESS TO OSS		
Preorder	1	30
Order/Provisioning	1	30
Maintenance/repair	1	30
ACCESS TO DATABASES		
800 Database	1	7
Line Information Database (LIDB)	1	30
NUMBER PORTABILITY		
RCF - Remote Call Frowarding	1 - 25	2
	26 - 50	3
	51 +	ICB
DID - Direct Inward Dial		
Initial request - trunk group to be established	Initial	30
Subsequent request - trunk group in place	1 -100	5
	100+	ICB

NOTES:
1. The assigned provisioning date assumes the availability of facilities and equipment.
2. ICB means Individual Case Basis. Contact your Account Manager to determine the appropriate interval.

ATTACHMENT 3

Promenade I
1200 Peachtree Street. N.E.
Atlanta. GA 30309

July 9 ,1997

Terrie Hudson
1960 W. Exchange Place
Suite 410
Tucker, GA 30083

Dear Terrie:

Pursuant to my letter of June 30, 1997, attached is the document listing the BellSouth proposed UNE target intervals, with the desired AT&T UNE intervals noted for each network element. The items which were marked "UI" in the June 30, 1997 letter now have the AT&T desired intervals specified. Those items are noted in bold italics.

Pursuant to our Interconnection Agreement we have a mutual obligation to establish jointly agreed intervals for provisioning Unbundled Network Elements. At this time there is clearly a gap between the proposed BellSouth UNE provisioning intervals and those desired by AT&T. In the interest of closing that gap, it is essential that we get the relevant Subject Matter Experts from our two companies together for a working session to negotiate closure on this item. I will coordinate this activity for AT&T, and appreciate your contacting me by July 15 [illegible] with the lead contact for BellSouth. We need to address this item expeditiously. Your support and attention are appreciated.

Sincerely,

Becky Bennett

Becky Bennett
Manager - Vendor Compliance

Cc: Margaret Garvin
Gary Romanick
Milford Stanley
Robert Oakes
Pam Nelson

BellSouth Proposed UNE Intervals with AT&T Desired UNE Intervals

Element	Quantity	BST Interval (Business Days)	AT&T Interval (Business Days)
Combinations			
Loop/Port/NID Combination	1 - 5		***24 HRS***
	6 - 14		***24 HRS***
	15 +		***24 HRS***
Footprint Infrastructure			***Notification of Footprint Receipt within 24 HRS; Notification of LSO Readiness within 5 Business Days***
Unbundled Loops			
2 Wire Analog Voice Grade Loop	1 - 5	5	1
	6 - 14	7	1
	15 +	ICB	3
4 Wire Analog Voice Grade Loop	1 - 5	5	1
	6 - 14	7	1
	15 +	ICB	3
4 Wire DS1 & PRI Digital Loop	1 - 5	5	1
	6 - 14	7	1
	15 +	ICB	3
2 Wire ISDN Digital Loop	1 - 5	5	1
	6 - 14	7	1
	15 +	ICB	3
ADSL - 2 Wire Asymmetrical Digital Subscriber Line Loop	1 - 14	30	***3***
	15 +	ICB	***3***
HDSL - 2 Wire & 4 Wire High Bit Rate Digital Subscriber Line Loop	1 - 14	30	3
	15 +	ICB	***3***
Loop Concentration (Inside Plant)			
Loop channelization system	1	90	14
Central Office Channel Interfaces 2 wire voice	1	30	14
Central Office Channel Interfaces 4 wire voice	1	30	14
Sub Loops (Outside Plant)			
Loop Feeder	1	30	3
Loop Concentration (dependent on	1	30 - 90	3

BellSouth Proposed UNE Intervals with AT&T Desired UNE Intervals

Element	Quantity	BST Interval (Business Days)	AT&T Interval (Business Days)
equipment and right of way)			
Network Interface Device (NID)			
NID to NID Cross Connect 2 wire	1 - 14	5	3
	15 +	ICB	*3*
NID to NID Cross Connect 4 Wire	1 - 14	5	3
	15 +	ICB	*3*
NID Spare Capacity	1 - 14	5	3
	15 +	ICB	*3*
Open AIN (OAIN)			
OAIN Tool Kit	1	45	30
OAIN Service Management System	1	45	30
CCS7 Signaling Transport Service			
A-Link Signaling	1	60	30
D-Link Signaling	1	60	30
STP - Signaling Transfer Point	1	60	30
Unbundled Interoffice Transport			
Interoffice Transport Analog Line Grade	1	30	1
Interoffice Transport DS0	1	30	3
Interoffice Transport DS1	1	30	3
Interoffice Transport DS3	1	30	5
O/S And DA UNEs			
Operator Call Processing - OPCH, FACH, BLV, EI, ECT	1	30	*3*
Operator Call Processing - Facility Based OPCH, FACH, ECT	1	30	*3*
Operating Call Processing - Facility Based BLV, EI	1	30	*3*
Directory Assistance Access Service (DAAS)	1	30	*3*
Directory Assistance Call Completion (DACC)	1	30	*3*
Directory Assistance Number Services Intercept (DANSI)	1	30	*3*
Directory Assistance Transport	1	30	*3*
Directory Assistance Database Service (DADS)	1	30	*3*
Direct Access To DA Service (DADAS)	1	30	*3*
Digital Cross Connect			

BellSouth Proposed UNE Intervals with AT&T Desired UNE Intervals

Element	Quantity	BST Interval (Business Days)	AT&T Interval (Business Days)
DCS 1/0	1	7	3
DCS 3/1	1	7	3
DCS 3/0	1	7	3
Customized Call Routing (Selective Routhing - LCC)			
1 - 5 LCC	1 - 5	30	3
6 - 25 LCC	6 - 25	60	3
> 25 LCC	25 +	ICB	3
Unbundled Local Switching			
2 Wire Analog Line Port	1 - 10	3	48 HRS
	11 - 25	4	48 HRS
	25 +	ICB	3
Hunting	1	5	48 HRS
2 Wire Analog DID Trunk Port	1 - 10	5	48 HRS
	11 - 25	6	48 HRS
	25 +	ICB	3
2 Wire ISDN Digital Line Side Port	1 - 10	5	48 HRS
	11 - 25	6	3
	25 +	ICB	3
4 Wire ISDN DS1 Digital Trunk Port	1 - 10	5	48 HRS
	11 - 25	6	3
	25 +	ICB	3
Switching Functionality	1	5	48 HRS
Unbundled Local Usage (entire local calling area)	1	5	48 HRS
Unbundled Access to OSS			
Preordering	1	30	3
Ordering/Provisioning	1	30	3
Maintenance/Repair	1	30	3
Access To Databases			
800 Database	1	7	3
Line Information Database (LIDB)	1	30	3
Number Portibility			
RCF - Remote Call Forwarding	1 - 25	2	2
	26 - 50	3	3
	51 +	ICB	3

BellSouth Proposed UNE Intervals with AT&T Desired UNE Intervals

Element	Quantity	BST Interval (Business Days)	AT&T Interval (Business Days)
DID - Direct Inward Dial			
Initial Request - Trunk Group To Be Established	Initial	30	*3*
Subsequent Request - Trunk Group In Place	1 - 100	5	*3*
	100 +	ICB	*3*

BellSouth Notes:
The assigned provisioning date assumes the availability of facilities and equipment.
ICB means Individual Case Basis. Contact your Account Manager to determine the appropriate interval.

ATTACHMENT 4

RECEIVED AUG 8 1997

August 5, 1997

Gary Romanick
1960 W. Exchange Place
Suite 410
Tucker, GA 30083

Dear Gary,

This letter is to address the pending contract item from the Interconnect Agreement, Attachment 12, Section 2.1, regarding UNE intervals. In the matter of UNE intervals, AT&T and BellSouth have a joint obligation to reach mutual agreement on UNE intervals per Attachment 12 by July 1, 1997. In our July 16, 1997 work session, Gary Hall of BellSouth stated that BellSouth Subject Matter Experts (SMEs) unilaterally developed UNE installation intervals based on the assumption that UNE elements would be ordered for utilization with a CLEC's own switch. Additionally, Gary indicated that BellSouth SMEs assumed that component parts would always involve design work with no distinction for work involving dispatch from work which only requires central office or billing database changes. In our conversation yesterday, you indicated that BellSouth will not revisit or change the UNE intervals until BellSouth has a "sufficient volume of orders" from all carriers to analyze actual intervals.

Even in the absence of actual order volumes, it is quite reasonable to develop assumptions to derive interval estimates. Moreover, our agreement contemplates this being a joint effort, not a unilateral one. Therefore I propose BellSouth and AT&T jointly revisit the foundational assumptions, their impact on those estimates, and consider alternative assumptions. Waiting until BellSouth has a "sufficient" volume of orders is unacceptable, especially given BellSouth's inability to quantify what this means in terms of when BellSouth would reconsider its UNE intervals. By August 11, 1997, please provide one or more meeting dates when you would be prepared to have your SMEs participate in a working session to develop mutually agreeable UNE intervals, based on jointly defined assumptions.

FOR: Becky Bennett
Manager - Vendor Compliance

Cc: Margaret Garvin
Pam Nelson
Milford Stanley
Robert Oakes

ATTACHMENT 5

ATT Measurements
Attachment 12 Section 2
Firm Order Confirmation

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1																
2	Item 2.4 August Data															
3	DAY	LSR	<4HR	%<4HR	4-8HR	%4-8HRS	8-12HR	%'8-12HR	12-16HR	%12-16HR	16-20HR	%16-20HR	20-24HR	%20-24HR	<24HR	%<24HR
4	01	50	3	6%	5	10%	1	2%							9	18%
5	04	65	25	38%	2	3%	1	2%	11	17%	4	6%	4	6%	47	72%
6	05	52	31	60%	2	4%	4	8%	1	2%	2	4%	1	2%	41	79%
7	06	128	75	59%							6	5%	14	11%	95	74%
8	07	100	40	40%					1	1%					41	41%
9	08	78	24	31%											24	31%
10	11	47	13	28%			1	2%	10	21%	5	11%	2	4%	31	66%
11	12	111	36	32%	16	14%	3	3%	5	5%	25	23%	4	4%	89	80%
12	13	107	37	35%	4	4%	4	4%	10	9%	16	15%	21	20%	92	86%
13	14	106	30	28%							4	4%	26	25%	60	57%
14	15	68	3	4%					2	3%	1	1%	14	21%	20	29%
15	16	8	4	50%			1	13%	1	13%					6	75%
16	19	174		0%	9	5%	4	2%	27	16%	21	12%	6	3%	67	39%
17	20	94	28	30%											28	30%
18	21	90	17	19%			6	7%	7	8%	29	32%	3	3%	62	69%
19	22	88	38	43%	11	13%			10	11%	3	3%	2	2%	64	73%
20	23	649	385	59%	18	3%					4	1%	19	3%	426	66%
21	24	16	5	31%					3	19%	3	19%			11	69%
22	25	169	74	44%	13	8%	1	1%	1	1%	41	24%	12	7%	142	84%
23	26	529	191	36%	66	12%	22	4%	15	3%			40	8%	334	63%
24	27	500	255	51%	2	0%			2	0%					259	52%
25	28	240	91	38%	10	4%			1	0%	1	0%			103	43%
26	29	595	326	55%	20	3%			8	1%			36	6%	390	66%
27	30	255	136	53%	3	1%	1	0%	6	2%			48	19%	194	76%
28	31	103	54	52%	3	3%			2	2%	16	16%	12	12%	87	84%
29	TOT															
30																
		4422	1921	43%	184	4%	49	1%	123	3%	181	4%	264	6%	2722	62%

ATTACHMENT 6

ATT Measurements
Attachment 12 Section 2
Error or Reject Status

Item 2.5 August Data

Company Code	Total Errors	Errors Rejected within 1 hour	% Rejected within 1 hour
7421	612	35	6%

ATTACHMENT 7

Rebecca Bennett

Room 1079
1200 Peachtree St.
Atlanta, GA 30309

September 19, 1997

Gary Romanick
1960 W. Exchange Place
Suite 410
Tucker, GA

Dear Gary,

Thank you for the efforts this past week to clarify calculation methodology for the Attachment 12 measurements provided on September 15, 1997 for the performance month of August, 1997. This letter is to follow up on our September 16, 1997 discussion about the billing measurements. During negotiations, BellSouth did not agree to establish a billing returns feed, on the grounds that the historical quality of performance in packing and transmitting usage did not warrant the associated costs. In our conversation on September 16, BellSouth indicated that the measurement results from Section 4.3.1 and 4.4 of Attachment 12 would always be 100% as long as the usage passed BellSouth edits and BellSouth was create and transmit a data pack of usage. AT&T considers this calculation methodology inadequate to reflect the process measurement intent or reality.

Enclosed is information demonstrating repeated and significant occurrences of usage errors. AT&T requests that BellSouth agree to establish an ongoing feed for usage returns, with the operational details to be negotiated by our respective Subject Matter Experts. In the interim, AT&T will provide BellSouth with weekly error information. AT&T requests that BellSouth use the message errors from that information to calculate the numerator portion of the measurement referenced in Section 4.3.1. There is a joint operational team including Foster Haley and Barbara Dietsch working the usage recording problem list today. AT&T requests that BellSouth modify the service performance calculation methodology currently used by BellSouth, participate in additional operational negotiations, and put resource attention on this area as a service performance problem.

Currently, AT&T contacts BellSouth when a data pack is unable to be processed, per the format defined in Attachment 7, Appendix 2, Sections 4.4 and 4.5. For the Billing Measurement described in Section 4.4 of Attachment 12, AT&T requests that BellSouth count all occurrences which required a re-transmission of a data pack as a data pack error, and calculate in the algorithm accordingly. During my vacation, please contact Pam Nelson by September 25, 1997 to schedule a working session on Recorded Usage accuracy.

Sincerely,

Rebecca Bennett

Cc: Pam Nelson, Sue Ray, Jan Burris, Margaret Garvin